



User Manual

Pan & Tilt Day/Night Network Camera Cloud Camera DCS-5009L

Manual Overview

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Manual Revision

Revision	Date	Description
1.0	August 19, 2014	• Initial release Revision A1
1.1	October 15, 2014	• Minor revisions

Trademarks

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Safety Instructions

Follow the safety guidelines listed below to ensure your own personal safety and to help protect your product from potential damage.

If any of the following conditions occur, unplug the product from the electrical outlet and either replace the part that is damaged, or contact the place of purchase:

- The power cable, extension cable, or plug is damaged.
- An object has fallen into the product.
- The product has been exposed to water.
- The product has been dropped or damaged.
- The product does not operate correctly when you follow the operating instructions.

Follow the safety guidelines below:

- Do not spill food or liquids on product, and never operate the product in a wet environment. If the product gets wet, see the appropriate section in your troubleshooting guide.
- Operate the product only from the type of external power source indicated on the electrical ratings label. If you are not sure of the type of power source required, consult your local power company.
- Use only the power adapter that came with the product. Using another adapter, not recommended by the manufacturer, may damage the product and invalidate the warranty.
- To help prevent an electric shock, plug the product into properly grounded electrical outlets.
- Observe power strip ratings. Make sure that the total ampere rating of all products plugged into the power strip does not exceed 80 percent of the ampere ratings limit for the power strip.
- To help protect your product from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).

-
- Position product cables and power cables carefully. Route cables so that they cannot be stepped on or tripped over. Be sure that nothing rests on any cables. Do not modify power cables or plugs. Consult a licensed electrician or your power company for site modifications. Always follow your local/national wiring rules.
 - This product is designed for indoor use only, and must always be positioned where it is not exposed to direct sunlight or strong halogen light. Exposure to direct sunlight or halogen light may cause permanent damage to the image sensor in the product.

Warnings

- **STRANGULATION HAZARD!** – Keep cords out of the reach of children. Keep and secure all cords a minimum of three feet away from a crib or other child sleeping area.
- This product contains small parts that may cause choking. **Keep out of reach of children.**
- This product is not a toy. Do not allow children to play with it.
- The product is designed for **Indoor Use Only!**
- The product should not be used in a location where it could become wet!
- Ensure the product is fixed securely otherwise it may fall and cause injury!
- This product is NOT intended to replace proper supervision of children. You must check your child's activity regularly, as this product will not alert parents to activity of children.
- Do not use extension cords. Only use the power adapter provided with this product.
- Do not use this product near a heat source.

THIS DEVICE REQUIRES THIRD-PARTY SERVICES AND PRODUCTS TO ACHIEVE FULL FUNCTIONALITY, INCLUDING BUT NOT LIMITED TO, BROADBAND INTERNET SUBSCRIPTION SERVICES AND PRODUCTS; MOBILE INTERNET SUBSCRIPTION SERVICES, COVERAGE AND PRODUCTS; CAMERA MANAGEMENT SOFTWARE, AND; A NETWORK CONNECTION. D-LINK HAS NO CONTROL OVER SUCH SERVICES AND PRODUCTS AND EXPRESSLY DISCLAIMS ANY AND ALL LIABILITY FOR THE FAILURE OF THE DEVICE OR ANY FEATURE THEREOF RESULTING FROM THE FAILURE OF ANY THIRD-PARTY SERVICE OR PRODUCT.

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Product Overview

Package Contents



DCS-5009L Pan & Tilt Day/Night Network Camera



Mounting Kit



Power Adapter



Ethernet Cable



Quick Install Guide

If any of the above items are missing, please contact your reseller.

Note: Using a power supply with a different voltage than the one included with your product will cause damage and void the warranty for this product.

Minimum Requirements

Network Requirements	<ul style="list-style-type: none">• Wired 10/100 Fast Ethernet or a wireless 802.11g/n wireless network (Wireless N network recommended for optimum performance)
Web-based Configuration Utility Requirements	<p>Computer with the following:</p> <ul style="list-style-type: none">• 1.3 GHz processor or above and at least 128MB RAM• Windows® 8, 7, Vista®, or Mac OS®X (10.6 or higher) <p>Web Browser:</p> <ul style="list-style-type: none">• Internet Explorer® 7 or higher• Firefox®• Chrome™• Safari® 4 or higher <p>Windows® Users: Make sure you have the latest version of Java installed and enabled. Visit www.java.com to download the latest version.</p>
Network Device and Service	<ul style="list-style-type: none">• A router (D-Link Cloud Router is recommended)• An Internet connection• An e-mail account (required to create a mydlink® account)
mydlink Requirements	<ul style="list-style-type: none">• For mydlink and mydlink app requirements refer to: http://www.mydlink.com

Introduction

The DCS-5009L Pan & Tilt Day/Night Network Camera is a versatile surveillance solution for your home or small office. Unlike a standard webcam, the DCS-5009L is a complete system with a built-in CPU and Web server that transmits high-quality video images. The pan/tilt function allows the camera to patrol a wide area, while the built-in IR LEDs provide around-the-clock surveillance regardless of the lighting conditions.

The DCS-5009L can be accessed remotely, and controlled from any PC/Notebook over your local network or through the Internet using a Web browser. The simple installation and intuitive Web-based interface offer easy integration with your Ethernet/Fast Ethernet or 802.11g/n wireless network. And with Wireless N technology you have the freedom to place the DCS-5009L anywhere within range of your existing wireless network.

Your DCS-5009L is mydlink-enabled, which means that you can view and manage your camera from anywhere over the Internet through the mydlink website, or through the mydlink mobile app for iOS and Android. You can view your camera's live video, take snapshots, and manage the camera's configuration, all from anywhere you have Internet access.

Features

Easy to Use and mydlink-Enabled for Easy Access and Management

The DCS-5009L is a stand-alone surveillance camera that requires no special hardware or software, and can operate independently, even without a PC. This camera is also mydlink-enabled, which means you can view and manage your camera through the mydlink website, or through the mydlink mobile app for iOS and Android mobile devices.

Pan/Tilt for Wide Viewing Area

Patrol a larger area with one camera thanks to the DCS-5009L's pan and tilt functions. You can use the Web interface to manually adjust the camera lens position, or set up to 24 pre-defined preset positions, enabling you to quickly move to frequently used points of interest.

IR LEDs for Day and Night Functionality

The built-in infrared LEDs enable nighttime viewing of up to 26 feet (8 meters), giving you clear images regardless of lighting conditions.

H.264 Codec for Smooth, Space-Efficient Video

This camera supports use of the H.264 video codec, which gives you high-quality video with reduced bandwidth requirements. This means that you can enjoy smoother, more reliable video streaming over the Internet, and less disk space is required to save recordings.

Motion Triggered Notifications and Recordings

The DCS-5009L can send e-mail notifications with snapshots or video clips whenever motion is detected. You can designate areas to monitor for motion, allowing you to keep watch over specific areas of interest. The DCS-5009L can also upload images to an FTP server whenever motion in these areas is detected.

802.11g/n Wireless or Ethernet/Fast Ethernet Support

The DCS-5009L offers wireless 802.11g/n and Ethernet/Fast Ethernet connectivity, making it easy to integrate into your existing network environment. The DCS-5009L works with either a 10 Mbps Ethernet-based network or 100 Mbps Fast Ethernet-based network for traditional wired environments, and works with 802.11g/n wireless routers or access points for added flexibility. The Site Survey feature also allows you to view and connect to any available wireless network within range of the camera.

Hardware Overview

Front View



***Note:** If you see a white haze when viewing in night vision mode, the IR lights on the camera may be reflecting off a nearby surface. Try repositioning the camera in order to avoid glare from the IR LEDs.

Rear View



Wireless Installation Considerations

Your D-Link Wireless Network Camera lets you access your network using a wireless connection from anywhere within the operating range of your wireless network. However, the number, thickness and location of walls, ceilings, or other objects that the wireless signals must pass through, may limit the range. Typical ranges vary depending on the types of materials and background RF (radio frequency) noise in your home or business. The key to maximizing wireless range is to follow these basic guidelines:

1. Minimize the number of walls and ceilings between your adapter and other network devices (such as your network camera) - each wall or ceiling can reduce your adapter's range by 3-98 feet (1-30 meters).
2. Be aware of the direct line between network devices. A wall that is 1.5 feet thick (half a meter), at a 45-degree angle appears to be almost 3 feet thick (1 meter). At a 2-degree angle, it looks over 46 feet thick (about 14 meters). Position your devices so that the signal will travel straight through a wall or ceiling (instead of at an angle) for better reception.
3. Building materials make a difference. A solid metal door or aluminum studs may weaken the wireless signal. Try to position your access points, wireless routers, and other networking devices where the signal passes through drywall or open doorways. Materials and objects such as glass, steel, metal, walls with insulation, water (fish tanks), mirrors, file cabinets, brick, and concrete will degrade your wireless signal.
4. Keep your product at least 3-6 feet (1-2 meters) away from electrical devices or appliances that generate RF noise.
5. If you are using 2.4 GHz cordless phones or other radio frequency sources (such as microwave ovens), your wireless connection may degrade dramatically or drop completely. Make sure your 2.4 GHz phone base is as far away from your wireless devices as possible. The base transmits a signal even if the phone is not in use.

Installation

There are three ways to set up your camera:

Zero Configuration Setup: If you have a mydlink-enabled router (D-Link Cloud Router), this is the easiest way to set up your camera. Refer to [“Zero Configuration Setup” on page 15](#).

Camera Setup Wizard: If you do not have a mydlink-enabled router, use the Camera Setup Wizard to guide you through setup and initial configuration of your camera. Refer to [“Camera Setup Wizard” on page 19](#).

Manual Hardware Installation: This section shows you how to manually set up your camera. However, in order to use the mydlink features of your camera, you will still need to run the Camera Setup Wizard. Refer to [“Manual Hardware Installation” on page 20](#).

Note: *If you experience issues registering this device with your mydlink account, or if you purchased an open box or resold unit, perform a hard reset by pressing and holding the reset button on the device for 10 seconds while the device is powered on. **If you are returning the device to the place of purchase, please perform the hard reset procedure to clear the device of any personal data.***

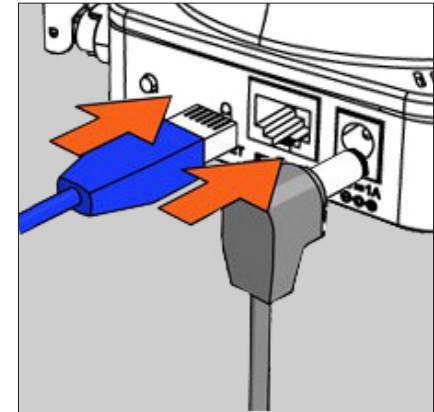
Zero Configuration Setup

The Zero Configuration Setup will only work with a registered Cloud Router and an active mydlink account. Your Cloud Router will automatically assign your network settings (both wired and wireless) to your camera, and add the camera to your mydlink account. If you do not have a D-Link Cloud Router, you can use the Setup Wizard. Refer to [“Camera Setup Wizard” on page 19](#).

Connect the Power Cable and Ethernet Cable

Step 1

Attach the power supply to the power receptor located on the back of the DCS-5009L and connect it to a wall outlet or surge protector. Power is confirmed when the Power LED is lit.

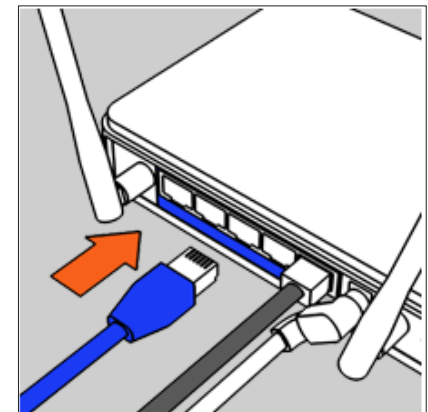


Step 2

Connect the included Ethernet cable to the Ethernet port located on the back of the DCS-5009L. Plug the other end into an available (LAN) port on your D-Link Cloud Router.

Note: If you later decide to use your camera wirelessly, you will be able to remove the cable after the Zero Configuration Setup is complete and place the camera within your wireless network.

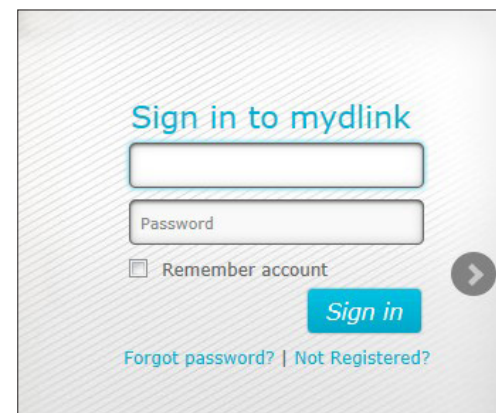
If you prefer to initiate a wireless connection with your router, you can use WPS (Wi-Fi Protected Setup). Refer to [“WPS - Push Button Setup” on page 18](#).



Add Your Camera to Your mydlink Account

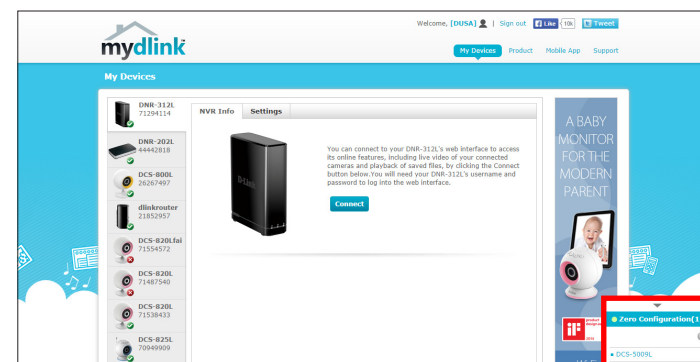
Step 3

From a computer connected to the Internet, open a Web browser (e.g., Internet Explorer, Chrome, Firefox, or Safari) and log in to your mydlink account.



Step 4

The mydlink page will automatically check for new devices. Once mydlink detects your camera, a notice will appear that says, **Zero Configuration** (at the bottom of the screen). Click the notification to continue.



Step 5

A confirmation request will appear with a summary of the configuration details. Make a note of the details and click **Yes** to add the camera to your account. Your setup is complete!

Note: If you experience issues registering this device with your mydlink account, perform a hard reset by pressing and holding the reset button on the device for 10 seconds while the device is powered on.



Confirming New Device

Do you want to add this new device to your mydlink account?

- Device Name: DCS-5009L
- mydlink Number: :00000000
- Wireless Network (SSID): myNetwork
- Device Password:

To protect your device, you can use the automatically generated password above or you can create your own password. The password must be 6-30 characters long and must contain no spaces.

Next you will see the mydlink *Live View** for your camera. The screen will look similar to the screenshot on the right.

Note: If you used an Ethernet connection and now want to connect your camera to your router wirelessly, you can simply disconnect the Ethernet cable and move the camera to the preferred location. Your router's wireless settings were automatically transferred to the camera during Zero Configuration Setup, so no further configuration is required.

If you are interested in learning about advanced configuration of your camera, you can skip to ["Configuration" on page 25](#).

***Note:** If the live image is blurry or out of focus, you can manually adjust the focus by rotating the manual focus bezel that surrounds the camera lens. If you notice a white haze when viewing in night vision mode, the night vision light on the camera may be reflecting off a nearby surface. Try repositioning the camera.



WPS - Push Button Setup

If you have a D-Link Cloud Router and an active mydlink account, the easiest way to create a secure wireless connection is by using the WPS Button on the back of the DCS-5009L. After you complete **Step 3** below, you can register your camera with mydlink. Refer to [“Add Your Camera to Your mydlink Account” on page 16](#).

If you do not have a D-Link Cloud Router, use an Ethernet connection as shown under [“Manual Hardware Installation” on page 20](#). WPS setup only establishes a wireless connection, so in order to use the mydlink features of your camera, you will still need to run the Camera Setup Wizard (proceed to the next page).

To create a WPS connection:

Step 1

Make sure the camera is plugged in, then press and hold the WPS button on the back of the camera for ten seconds. The blue WPS status LED will start blinking.

Step 2

Press the WPS button on your router within 60 seconds. The WPS button is usually on the front or side of your router. If you are not sure where the WPS button is located on your router, refer to your router's User Manual. On some routers, you may need to log in to the Web interface and click on an on-screen button to activate the WPS feature.

Step 3

Allow up to one minute to configure. The DCS-5009L will automatically create a secure wireless connection to your router. While connecting, the blue LED will flash and your camera will reboot.



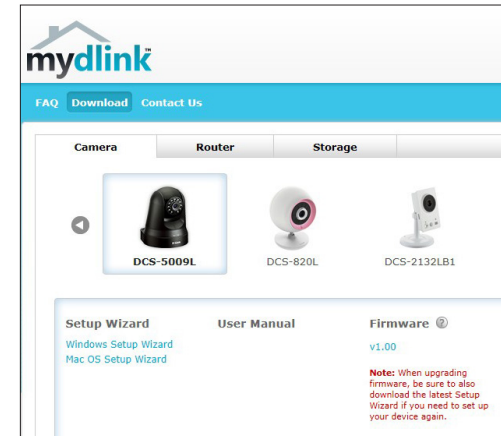
WPS Button

Camera Setup Wizard

If you do not have a mydlink-enabled Cloud Router, you can use either a Windows or Mac computer to go through the Camera Setup Wizard, which will guide you through the installation process. First you must download the Camera Setup Wizard from <http://www.mydlink.com/support>.

Windows Users - Download the **Windows Setup Wizard** file to your computer.

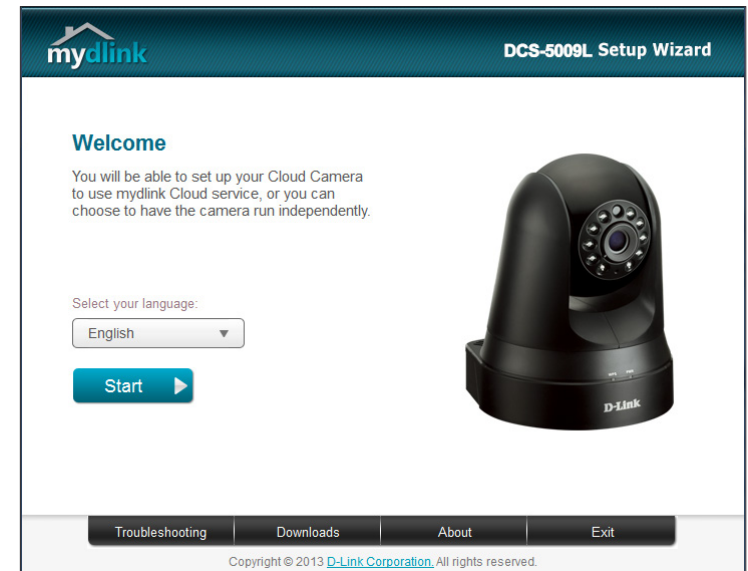
Mac Users - Download the **Mac OS Setup Wizard**. Open the **SetupWizard** file and launch the application.



Within 20-30 seconds, the Setup Wizard will open, which will guide you step-by-step through the installation process from connecting your hardware to configuring your camera and registering it with your mydlink account.

Click **Start** to begin.

Note: *If you experience issues registering this device with your mydlink account, perform a hard reset by pressing and holding the reset button on the device for 10 seconds while the device is powered on.*



Manual Hardware Installation

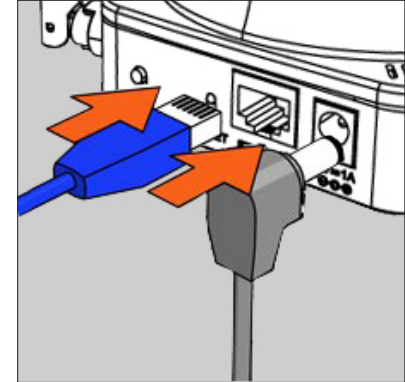
If you prefer to set up your camera without using the Camera Setup Wizard, follow the steps below.

Note: In order to use the mydlink features of this product, you should use either the Camera Setup Wizard or Zero Configuration Setup. To learn more about mydlink, refer to ["What is mydlink?" on page 22](#).

Connect the Power Cable and Ethernet Cable

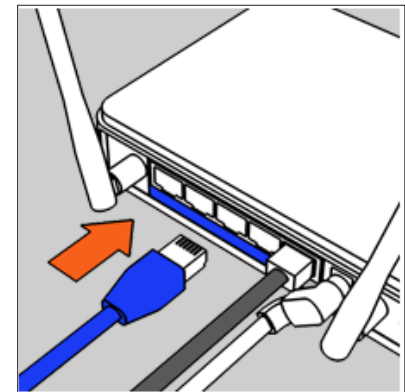
Step 1

Attach the power supply to the power receptor located on the back of the DCS-5009L and connect it to a wall outlet or surge protector. Power is confirmed when the Power LED is lit.



Step 2

Connect the included Ethernet cable to the Ethernet port located on the back of the DCS-5009L. Plug the other end into an available (LAN) port on your router.



Optional: WPS (Wi-Fi Protected Setup)

If your router supports Wi-Fi Protected Setup, you may use WPS to connect your camera to your network wirelessly. For more information, refer to ["WPS - Push Button Setup" on page 18](#). If your router does not support WPS, you will still be able to set up your camera's wireless settings using the camera's Web interface. Refer to ["Wireless Setup" on page 32](#).

Configure Your Camera

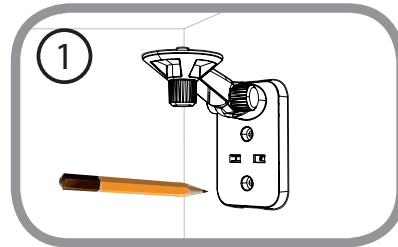
Refer to ["Configuration" on page 25](#) for information on how to configure your camera.

Mounting Instructions

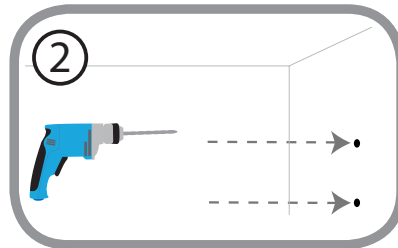
To mount your camera on a wall or ceiling, please follow the steps below.

 We suggest that you configure the camera before mounting.

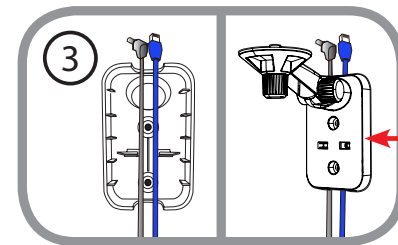
Place the mounting bracket where you want to position the camera and use a pencil to mark the points where you will drill the holes.




Depending on the material of the wall or ceiling, use a 6mm drill bit to drill two holes where you marked. If the wall is made of concrete, after drilling the holes, insert the plastic anchors and then insert the screws.

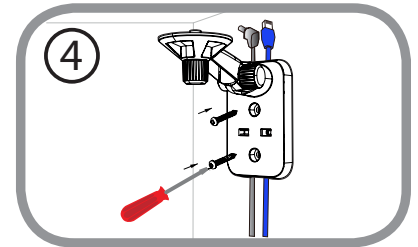


The power and Ethernet cables can be concealed behind the mounting bracket. Run the cables through the back of the mounting bracket, securing them with the built-in guides. Be sure to leave enough cable length protruding from the top to connect the cables to the camera.

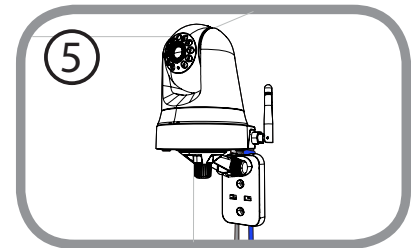


Fasten the mounting bracket to the wall using the screws provided.

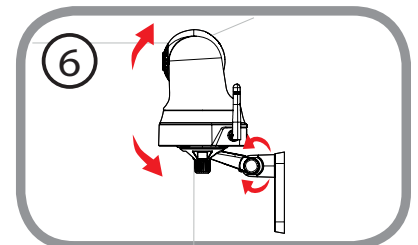
 Do not overtighten the screws as this may crack the mounting bracket.



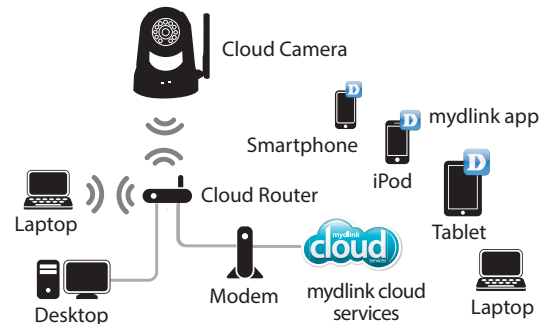
Using the supplied thumbscrew, fasten the camera to the mounting bracket. Connect the power and Ethernet cables to the camera.



Adjust the angle of the arm on the mounting bracket as required. Tighten the thumbscrew to lock the arm in place.



What is mydlink?



mydlink provides users with a quick and easy way to view and to manage multiple cameras over the Internet. With a DCS-5009L mydlink-enabled camera, you can stay connected to everything you love from anywhere, anytime.

You can add the DCS-5009L to your mydlink account during the Setup Wizard. After downloading one of the mydlink apps (see below), you will be able access the camera with your smartphone or tablet.

mydlink Apps

mydlink Lite App (Free)

Search for “mydlink lite” to download and install the app on your smartphone or tablet when connected to the Internet. You can also find the app by scanning the QR code to the right with a QR code scan app.



mydlink+ App (Paid - Tablet Only)

Search for the word “mydlink+” to download and install the app on your tablet when connected to the Internet. You can also find the app by scanning the QR code to the right with a QR code scan app.



mydlink Requirements: for mydlink and mydlink app requirements refer to: www.mydlink.com

Live Video

The DCS-5009L is a mydlink-enabled camera, which means you can register your camera with a mydlink account. This will allow you to use the mydlink Cloud Services, which include free access to the mydlink portal website.

After you register your DCS-5009L, you will be able to remotely access your camera from the **www.mydlink.com** website. When you log in to your mydlink account and select your camera from the device list, you will see a Live Video screen similar to the one shown below:



- Windows does not have Java installed by default. Please download it from <http://www.java.com>.
- In Mac OS X 10.7.x, Java applets are disabled by default. Click the **Finder > Applications > Utilities > Java Preferences** and check the **Enable applet plug-in and Web Start applications** option.
- The ActiveX® controls in IE will install automatically if needed. We suggest that you make sure that you have enabled the related options in **Tools > Internet Options > Security > Custom Level**.

Note: If the live image is blurry or out of focus, you can manually adjust the focus by rotating the manual focus bezel that surrounds the camera lens.

Camera Status

The online status of each camera will be displayed. Your camera's online status may be one of the following:



A green check mark indicates that your camera is online and ready to use.



A yellow exclamation point indicates that your camera is online, but the camera password has changed. You will need to enter your new camera password to access your camera again.



A red x indicates that your camera is currently offline and cannot be accessed remotely.

If your camera is offline, try the following:

- Check to make sure that the power LED on your camera is lit (either solid red or solid green).
- If it is solid green, check to make sure that the Internet connection to your camera is working properly.
- If it is solid red, reconnect your camera to your router. Refer to [“Zero Configuration Setup” on page 15](#) or [“Manual Hardware Installation” on page 20](#).
- For a wired connection, make sure the Ethernet connection between your camera and router is secure.
- If the Power LED is off, check the power source.

LEDs	Color	Status	Description
Power	None	Off	Power OFF
	Red	On	Power ON/with no network connection
	Green	On	Connected to the network
		Blinking	Network traffic
WPS	Blue	Off	WPS not in use
		On	Successfully connected
		Blinking	Trying to connect

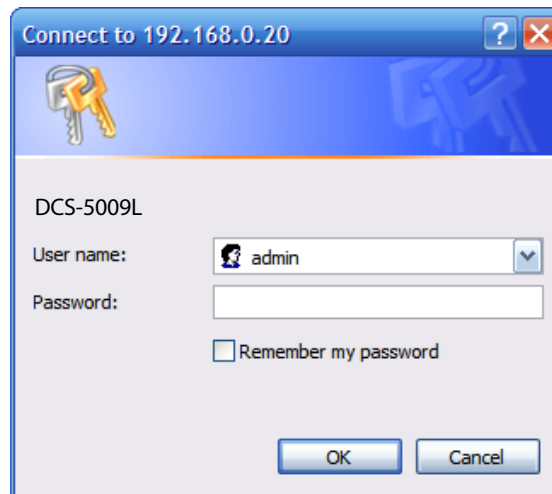
Configuration

Using the Web Configuration Utility

After completing the Camera Setup Wizard, you are ready to use your camera. The camera's built-in Web configuration utility is designed to allow you to easily access and configure your DCS-5009L. There are two ways in which you can access your camera's Web configuration interface:

- Log in to your mydlink account, click on the **Settings** tab, and click on **Advanced Settings** to access your camera's Web configuration utility.
- You can also access the interface locally by entering the IP address of your camera into a Web browser, such as Internet Explorer. To log in, enter the *User name* **admin** and the *Password* you created in the Setup Wizard. If you did not create a password, leave the password field blank.) After entering your password, click **OK**.

Note: *If you are directly connecting your camera to your PC, or if you are using the camera on a closed network, the default IP address is 192.168.0.20. If the camera is connected to a router or network, a different IP address may have been assigned.*



Live Video

The Live Video screen displays the live video feed from your camera. For information on how to configure your Live Video streams, refer to [“Video” on page 35](#).

Video Compression Format: Click the **H.264** or **MJPEG** radio button to choose which compression format to view.

Pan/Tilt Wheel: Click on the directional arrows on the pan/tilt wheel to manually control the pan and tilt functions of the camera. At any time, you can click the **Home** button in the center of the wheel to return the camera to its home position.

Go To: Select one of the preset locations from the drop-down menu to move the camera to that position. Preset positions can be set by going to the **Camera Control** section of the **Setup** menu.

Pan Step: Select a number that controls how much the camera should move up or down each time the user presses the up/down (pan) arrow on the pan/tilt wheel.

Tilt Step: Select a number that controls how much the camera should move left or right each time the user presses the left/right (tilt) arrow on the pan/tilt wheel.

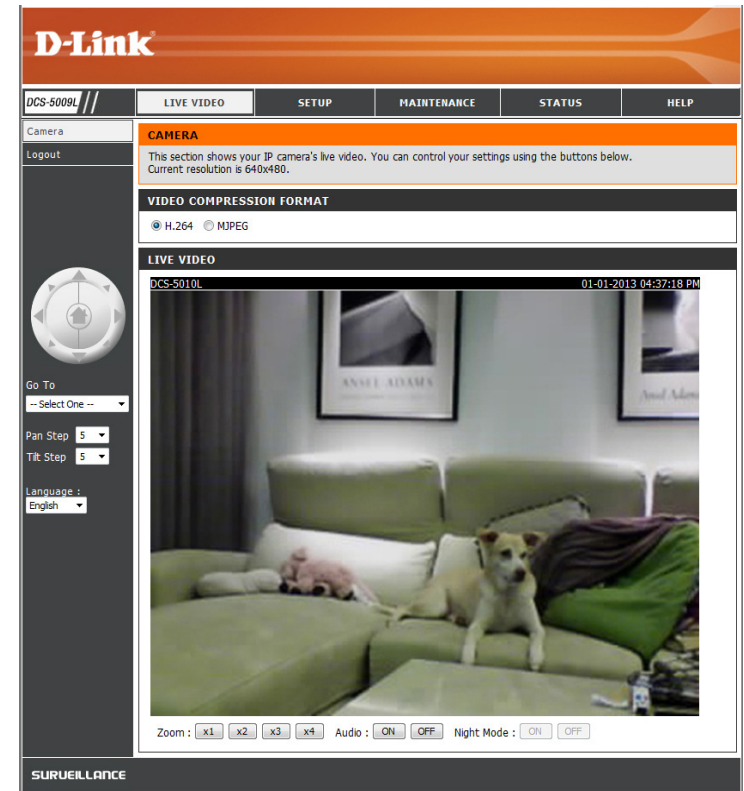
Language: You can select the desired language for the Web interface from this drop-down menu.

Zoom: Click on these buttons (x1, x2, etc.) to adjust the level of digital zoom applied to the image.

Audio: Click on these buttons to turn audio playback on and off.

Night Mode: If you set the night mode to **manual**, the night mode feature can be toggled using these on and off buttons.

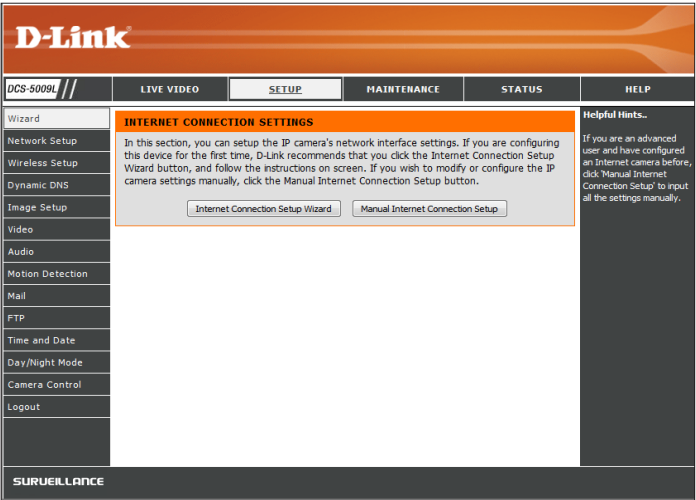
Note: If the live image is blurry or out of focus, you can manually adjust the focus by rotating the manual focus bezel surrounding the camera lens.



Setup Wizard

You can configure your DCS-5009L and connect it to the Internet using the **Internet Connection Setup Wizard**, which includes step-by-step instructions. If you prefer to manually configure your camera, select **Manual Internet Connection Setup** and skip to [“Network Setup” on page 30](#).

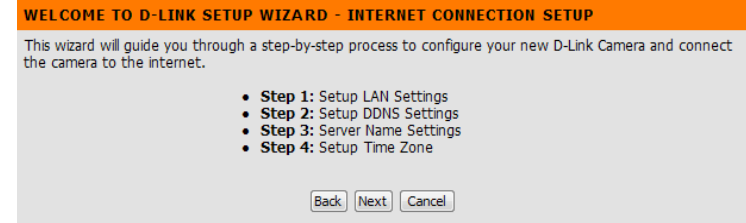
Note: To register your camera with mydlink and enable its mydlink-related features, you should use the Camera Setup Wizard for installation. Please refer to [“Camera Setup Wizard” on page 19](#).



Internet Connection Setup Wizard

The Internet Connection Setup Wizard will guide you through a step-by-step process to configure your new DCS-5009L and connect the camera to the Internet.

Click **Next** to continue.



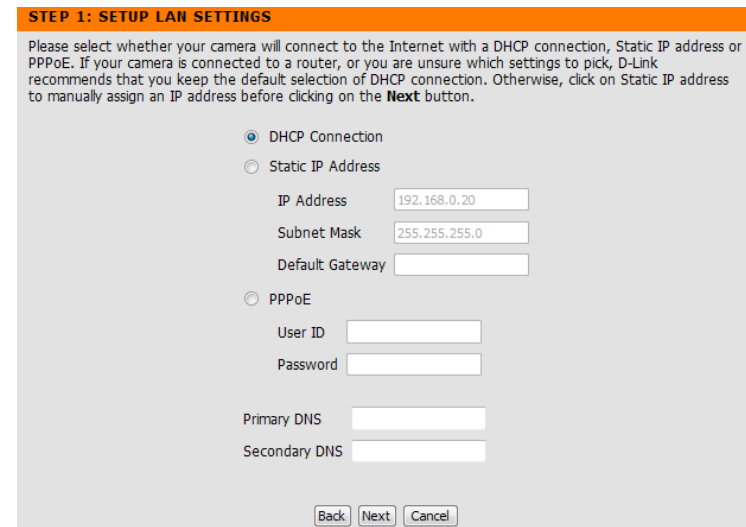
Select what kind of Internet connection your camera should use:

DHCP Connection (Default): Leave this option selected if you have a DHCP server running on your network and would like a dynamic IP address to be assigned to your camera automatically.

Static IP Address: This will allow you to manually enter your network settings for the camera. Select this option if your Internet Service Provider (ISP) or network administrator has provided you with a set of predefined IP addresses. If you are not sure what settings to enter, check with your ISP or network administrator.

PPPoE Connection: If your camera is directly connected to the Internet through a DSL modem, you may select this option. Enter the **User Name** and **Password** provided to you by your ISP.

Click **Next** to continue.



Section 4 - Configuration

If you have a Dynamic DNS account and would like the camera to update your IP address automatically, click **Enable** and enter your host information. Otherwise, simply select **Disable**.

Click **Next** to continue.

Enter a name for your camera. Click **Next** to continue.

Select the time zone that corresponds to your camera’s location to ensure that all events are triggered, captured, and scheduled at the right time. Click **Next** to continue.

This page displays a summary of your settings. Click **Apply** to save and activate your settings. (Click **Back** if you need to change your settings.)

STEP 2: SETUP DDNS SETTINGS

If you have a Dynamic DNS account and would like your camera to update the IP address automatically, enable DDNS and enter your host information below. Click on the **Next** button to continue.

☐ Enable

☒ Disable

Server Address <<

Select Dynamic DNS Server

Host Name

User Name

Password

Timeout hours

Back

Next

Cancel

STEP 3: SERVER NAME SETTINGS

D-Link recommends that you rename your camera for easy accessibility. Please assign a name of your choice before clicking on the **Next** button.

Camera Name

Back

Next

Cancel

STEP 4: SETUP TIME ZONE

Please select the camera's timezone and then click on the **Next** button.

Current Time

01 Jan 2012 12:37:14 A.M.

Time Zone

(GMT-12:00) International Date Line West

Back

Next

Cancel

STEP 5: SETUP COMPLETE

Here is a summary of your camera settings. Click **Back** to modify the settings, or click **Apply** if all settings are correct. It is recommended you write down this information for future access or reference.

IP Address	DHCP Connection
IP Camera Name	DCS-5010L
Time Zone	(GMT-12:00) International Date Line West
DDNS	Disable

Back

Apply

Cancel

Network Setup

This section allows you to configure your network settings.

DHCP: Select **DHCP** if you have a DHCP server running on your network and would like a dynamic IP address to be assigned to your camera automatically.

Static IP Address: Select this connection type if your Internet Service Provider (ISP) or network administrator has provided you with a static or fixed IP address and other network information for your camera.

IP Address: Enter the fixed **IP Address** for your camera.

Subnet Mask: Enter the **Subnet Mask** for your network. This value is used to determine if the destination is in the same subnet as host devices. The default value is **255.255.255.0**.

Default Gateway: Enter the address for the gateway used to forward data to destinations in a different subnet. Invalid gateway settings may cause the failure of transmissions.

Primary DNS: Enter the IP address for the primary domain name server that translates names to IP addresses.

Secondary DNS: Enter the IP address for the secondary domain name server to backup the Primary DNS.

PPPoE If your camera is directly connected to the Internet through a DSL modem, you may connect to the Internet using PPPoE. Click on **PPPoE** and enter the **User ID** and **Password** provided to you by your ISP or network administrator.

Port Settings: You may configure a second HTTP port that will allow you to connect to the camera using a standard Web browser. The port can be set to a number other than the default TCP port of 80. A corresponding port must be opened on the router. For example, if the port is changed to 1010, users must type **http://192.168.0.100:1010** instead of **http://192.168.0.100**.

UPnP Settings: Enable this setting to configure your camera as a UPnP (Universal Plug and Play) device in the network.

UPnP Port Forwarding: If you enable UPnP port forwarding, it will allow the camera to communicate with a UPnP compatible network router for simplified local network access and remote access using the Internet.

D-Link

DCS-5009L // LIVE VIDEO SETUP MAINTENANCE STATUS HELP

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Day/Night Mode
Camera Control
Logout

NETWORK SETUP

You can configure your LAN and Internet settings here.

Save Settings Don't Save Settings

LAN SETTINGS

☒ DHCP Connection ☐ Static IP Address ☐ PPPoE

IP Address: 192.168.0.20 User ID:

Subnet Mask: 255.255.255.0 Password:

Default Gateway:

Primary DNS:

Secondary DNS:

PORT SETTINGS

HTTP Port: 80

UPnP SETTINGS

UPnP: ☒ Enable ☐ Disable

UPnP Port Forwarding: ☐ Enable ☒ Disable

BONDJOUR SETTINGS

Bonjour: ☒ Enable ☐ Disable

Bonjour Name: DCS-5009L
(Characters you may use in a Bonjour Name: "upper or lower case letters", "numbers" and "hyphens".)

Save Settings Don't Save Settings

Helpful Hints.

Select "DHCP Connection" if you are running a DHCP server on your network and would like an IP address assigned to your camera automatically. You may choose to manually enter a Static IP Address and all the relevant network information or select PPPoE if you connect your DCS-5009L directly to the Internet that uses a PPPoE service. If you choose PPPoE you must enter the user ID and password that was given by your Internet Service Provider.

DNS (Domain Name System) server is an Internet service that translates domain names (i.e. www.dlink.com) into IP addresses (i.e. 192.168.0.20). The IP addresses can be obtained from your ISP.

- **Primary DNS:** Primary domain name server that translates names to IP addresses.

- **Secondary DNS:** Secondary domain name server to backup the primary one.

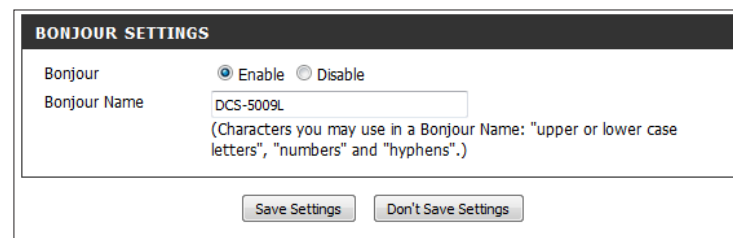
Port Settings - Most ISPs do not open port 80 (a DCS-5009L default video transfer port) for their

Bonjour: Click to enable this service. Bonjour is a software that enables automatic discovery of devices on a LAN (local area network).

Note: *This software comes built-in with Apple's OS X and iOS. It can be installed on computers running Microsoft Windows.*

Bonjour Name: Enter a name to identify this camera on Bonjour.

Click **Save Settings**.



The screenshot shows a web interface titled "BONJOUR SETTINGS". It contains two main sections: "Bonjour" and "Bonjour Name". The "Bonjour" section has two radio buttons: "Enable" (which is selected) and "Disable". The "Bonjour Name" section has a text input field containing "DCS-5009L". Below the input field is a note: "(Characters you may use in a Bonjour Name: 'upper or lower case letters', 'numbers' and 'hyphens'.)". At the bottom of the form are two buttons: "Save Settings" and "Don't Save Settings".

BONJOUR SETTINGS	
Bonjour	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Bonjour Name	<input type="text" value="DCS-5009L"/> (Characters you may use in a Bonjour Name: "upper or lower case letters", "numbers" and "hyphens".)
<input type="button" value="Save Settings"/> <input type="button" value="Don't Save Settings"/>	

Wireless Setup

This section allows you to set up and configure the wireless settings on your camera.

Enable Wireless: Check this box to allow your camera to connect to your network wirelessly.

SSID: Enter the network name (SSID) of the wireless network you want to connect to. You can also click the **Site Survey** button below to choose an available network and fill in settings automatically.

Channel: If you are using **Ad-Hoc** as your connection mode, select the same channel that is being used by your wireless network.

Connection Mode: Select the connection mode used by your wireless network. In most cases, you should select **Infrastructure**. **Ad-Hoc** is only used if your camera is directly connecting to another PC or device without the use of a router or access point.

Site Survey: Clicking this button will allow you to select an available wireless network to connect to, and will fill in the necessary settings for you.

Wireless Security Mode: Select the wireless security mode used by your wireless network. If you select **WPA-PSK/WPA2-PSK**, enter the password (**Pre-Shared Key**) for your wireless network in the text box that appears.

Click **Save Settings**.

The screenshot shows the D-Link DCS-5009L Web Interface. The top navigation bar includes tabs for LIVE VIDEO, SETUP, MAINTENANCE, STATUS, and HELP. The left sidebar contains a menu with options: Wizard, Network Setup, Wireless Setup (highlighted), Dynamic DNS, Image Setup, Video, Audio, Motion Detection, Mail, FTP, Time and Date, Day/Night Mode, Camera Control, and Logout. The main content area is titled 'WIRELESS SETUP' and contains the following sections:

- WIRELESS SETTINGS:** Includes a checkbox for 'Enable Wireless' (checked), a text field for 'SSID' (dlink-E6CC), a dropdown for 'Channel' (6), radio buttons for 'Connection Mode' (Infrastructure selected, Ad-Hoc), and a 'Site survey' button.
- WIRELESS SECURITY MODE:** Includes radio buttons for 'Security Mode' (None, WEP, WPA-PSK / WPA2-PSK selected).
- WPA-PSK / WPA2-PSK SETTINGS:** Includes a text field for 'Pre-Shared Key' (masked with dots) and a note '(8-63 ASCII or 64 HEX characters)'. Below this are 'Save Settings' and 'Don't Save Settings' buttons.

On the right side of the interface, there is a 'Helpful Hints.' section with text explaining the difference between Infrastructure and Ad-Hoc modes and the importance of selecting the correct channel to avoid interference.

Dynamic DNS (DDNS)

This section allows you to configure the DDNS (Dynamic Domain Name System) settings for your camera. DDNS will allow users to access your camera using a domain name instead of an IP address.

Enable: Click to enable the DDNS function.

Server Address: Select your **Dynamic DNS Server** from the drop-down menu.

Host Name: Enter the **Host Name** of the DDNS server.

User Name: Enter your **User Name** or e-mail used to connect to the DDNS server.

Password: Enter your **Password** used to connect to the DDNS server.

Timeout: This allows you to specify the periodic update time for the DDNS address.

Click **Save Settings**.

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DCS-5009L

LIVE VIDEO SETUP MAINTENANCE STATUS HELP

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DYNAMIC DNS

The Dynamic DNS feature allows you to host a server (Web, FTP, Camera, etc...) using a domain name that you have purchased (www.whateveryouname.com) from your broadband Internet Service Provider (ISP). Using a DDNS service, your friends can enter your host name to connect to your IP Camera regardless of your IP address.

Save Settings Don't Save Settings

DYNAMIC DNS SETTINGS

☐ Enable ☒ Disable

Server Address < < Select Dynamic DNS Server

Host Name

User Name

Password

Timeout 576 hours

Save Settings Don't Save Settings

Helpful Hints...

Dynamic DNS is useful if you have a DSL or Cable service provider that changes your modem IP address periodically. This will allow you to assign a website domain name to your camera instead of connecting through an IP address.

SURVEILLANCE

Image Setup

This section allows you to configure the image settings for your camera.

Enable Anti Flicker: If you notice flickering when you view the image from your camera, check the box to enable anti flicker. Otherwise, you can leave this feature disabled.

Flip Image: Check the box to flip the image vertically.

Mirror: Check the box to flip the image horizontally.

Note: If the camera is installed upside down, Flip Image and Mirror should both be checked.

Brightness Control: Allows you to adjust the brightness level. Select a setting between -5 and +5 from the drop-down menu.

Contrast Control: Allows you to adjust the contrast level. Select a setting between -5 and +5 from the drop-down menu.

Saturation Control: Allows you to adjust the color saturation level. Select a setting between -5 and +5 from the drop-down menu.

Click **Save Settings**.

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DCS-5009L // LIVE VIDEO SETUP MAINTENANCE STATUS HELP

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Camera Control
Logout

IMAGE SETUP

In this section, you can configure the image settings for your camera.

Save Settings Don't Save Settings

IMAGE SETTINGS

Enable Anti Flicker ☐
Flip Image ☐
Mirror ☐
Brightness Control +0
Contrast Control +0
Saturation Control +0

Save Settings Don't Save Settings

Helpful Hints...

Anti Flicker - This feature will help to offset the interference of the lighting system and avoid the image flicker issue. ONLY use this option when it is necessary.

Flip Image - Flip the image vertically.

Mirror - Flip the image horizontally.

Brightness, Contrast, or Saturation Control - There are 11 settings (-5 to 5).

Note: Please wait a few seconds for the camera to adjust the image after the setting has been selected.

SURVEILLANCE

Video

This section allows you to configure the video settings for your camera.

Video Profile: This section allows you to change the **Resolution**, **Bit Rate** (for H.264), **Jpeg Quality** (for MJPEG), and **Frame Rate** (Frames Per Second).

Encode Type: Displays the video compression format, either *H.264* or *MJPEG* video.

Resolution: Select the desired video resolution from three sizes: **640x480**, **320x240**, or **160x112**. Higher settings offer better quality, but will require more bandwidth to stream.

Bit Rate Select the desired **Bit Rate** for the video using H.264 compression. A higher bit rate will increase image quality, but will require more bandwidth to stream.

Frame Rate: Select the **Frame Rate** (FPS) to use for the video stream. Higher settings offer better quality, but will require more bandwidth to stream.

Jpeg Quality: Select one of five levels of image quality for MJPEG video: **Highest**, **High**, **Medium**, **Low**, and **Lowest**.

Default View Mode: Select the default compression format to use when viewing your video on the Live Video page.

Light Frequency: **Auto** is selected by default. You can select a frequency to be used, based on the frequency of the electrical supply in your area, to help reduce image flicker.

Click **Save Settings**.

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DCS-5009L // LIVE VIDEO SETUP MAINTENANCE STATUS HELP

VIDEO

In this section, you can configure the camera video quality, resolution, and frame rate.

[Save Settings](#) [Don't Save Settings](#)

VIDEO PROFILE

Encode Type	Resolution	Bit Rate	Frame Rate
H.264	640 x 480	2 Mbps	15

Encode Type	Resolution	Jpeg Quality	Frame Rate
MJPEG	640 x 480	Medium	15

Default View Mode : H.264

LIGHT FREQUENCY

☐ 50 Hz ☐ 60 Hz ☒ Auto

[Save Settings](#) [Don't Save Settings](#)

Helpful Hints.

Resolution - 3 settings are available:
 1. QVGA @ 160x112 - Usually used for display on handheld devices.
 2. QVGA @ 320x240 - Standard resolution for mobile phones, and PDAs
 3. VGA @ 640x480 - Standard resolution for computer display.

Bit Rate (bits per second) - Select a fixed bandwidth for your camera operation. Higher value means a higher quality image but consumes more network bandwidth.

Frame Rate (frames per second) - The higher the frame rate, the smoother the video will appear. Note that a higher frame rate setting also uses more bandwidth.

Jpeg Quality - Default value is Medium.

Light Frequency - 3 options, 50 Hz, 60 Hz or Auto. Default value is Auto.

Audio

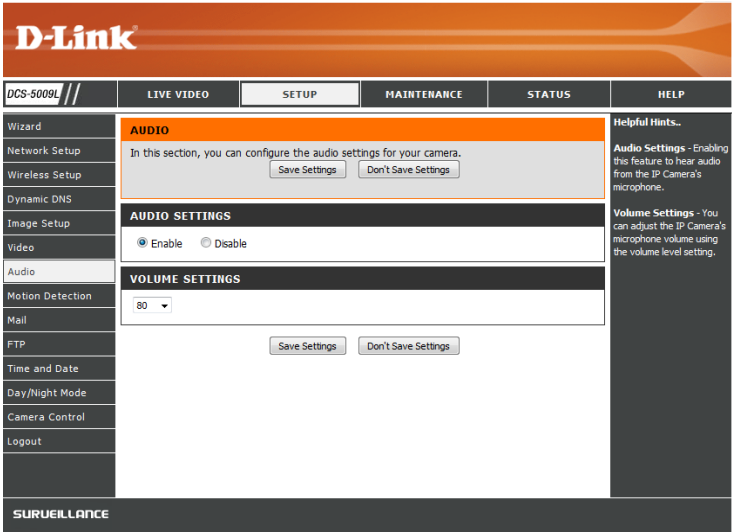
This section allows you to adjust the audio settings for your camera.

Note: Please wait a few seconds for the camera to adjust the audio after making changes.

- Audio Settings:

You can click **Enable** in order to hear audio from your camera’s microphone.
- Volume Settings:

Select a number from the drop-down menu to adjust the volume level of the camera’s microphone.
- Click **Save Settings**.



Motion Detection

Motion detection allows you to define specific areas that will be monitored for motion by your camera. These settings will be used to trigger snapshots or recordings. Refer to [“Mail” on page 38](#) and [“FTP” on page 40](#) for more details.

Motion Detection: Click to enable the motion detection feature of your camera.

Time: Select **Always** if you want to have motion detection always enabled, or click **Schedule** and select day(s) and a time period.

Sensitivity: Select a number representing the measurable difference between sequential images required to determine whether there is motion. (A higher number makes it easier for motion to be detected.)

Detection Areas: Use your mouse to click on blocks representing areas that you would like to monitor for motion.

Click **Save Settings**.

D-Link

DCS-5009L // LIVE VIDEO SETUP MAINTENANCE STATUS HELP

MOTION DETECTION

In this section, you can configure the motion detection settings for your camera.

Please note that your computer needs to have Java installed in order to view the motion detection configuration window. If you do not see the live video below, please visit <http://www.java.com> to download and install Java.

Save Settings Don't Save Settings

MOTION DETECTION SETTINGS

Motion Detection ☒ Enable ☐ Disable

Time

☒ Always

☐ Schedule

Day ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period Start : 00:00:00 (Example : 06:30:00)

Stop : 00:00:00 (Example : 22:30:00)

Sensitivity 90 % (0~100%, high sensitivity makes the motions easier to be detected.)

Detection Areas Use mouse to click the blocks where you want to monitor for motion.

Save Settings Don't Save Settings

SURVEILLANCE

Mail

This section allows you to configure your camera to send snapshots and video clips to an e-mail address. If you are not sure what settings to use, check with your e-mail provider (e.g., Gmail, Yahoo Mail, etc.)

SMTP Server Address: Enter the domain name or IP address of your external e-mail server.

SMTP Server Port: Enter the port number for the SMTP Server. The default value is 25, and should only be changed if suggested by your e-mail provider.

Sender E-mail Address: Enter the e-mail address to be listed as the sender for your notification e-mails.

Receiver E-mail Address: Enter the e-mail address that your notification e-mails will be sent to.

User Name: If the SMTP server uses authentication, enter your **User Name**.

Password: If the SMTP server uses authentication, enter your **Password**.

Use SSL-TLS/STARTTLS: Select a protocol for security. For example, if you want to use Gmail with SSL-TLS for e-mail notifications, you can follow the steps below:

Step 1 - Enter **smtp.gmail.com** in the *SMTP Server Address* field.

Step 2 - Change the *SMTP Server Port* number from 25 to **465**.

Step 3 - Enter your Gmail e-mail address in *Sender E-mail Address*.

Step 4 - Enter the destination e-mail address in *Receiver E-mail Address*.

Step 5 - Enter the **User Name** required to access the SMTP server.

Step 6 - Enter the **Password** required to access the SMTP server.

Step 7 - Select **SSL-TLS** and then click **Save Settings**.

Step 8 - Click the **Test** button to send a test e-mail to the account listed above.

Note:

- You can also use **STARTTLS**, which will use SMTP server port number **587**.
- If you want to use a Yahoo SMTP server, the SMTP server address will be different between each registered region, and only SMTP port **465** is supported for SSL-TLS.

D-Link

DCS-5009L

LIVE VIDEO SETUP MAINTENANCE STATUS HELP

MAIL

This section allows you to setup and configure the email notification settings for your camera. If your details change or you are experiencing issues with alert notifications, you may need to modify these settings.

Save Settings Don't Save Settings

E-MAIL ACCOUNT

SMTP Server Address

SMTP Server Port 25 (Default is 25)

Sender E-mail Address

Receiver E-mail Address

User Name

Password

Use SSL-TLS/STARTTLS ☒ No ☐ SSL-TLS ☐ STARTTLS

TIME SCHEDULE

☐ Enable the emailing of images to an email account

☒ Always

☐ Schedule

Day ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period Start: 00:00:00 (Example: 06:30:00) Stop: 00:00:00 (Example: 22:30:00)

☐ Motion Detection

☒ E-mail frame immediately

☐ E-mail attached with 6 frames (3 frames before and 3 frames after detection)

Frame interval time: 1 second

E-mail Interval 300 Seconds

☐ Enable the emailing of video clip to an email account

☒ Always

☐ Schedule

Day ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period Start: 00:00:00 (Example: 06:30:00) Stop: 00:00:00 (Example: 22:30:00)

☐ Motion Detection

E-mail Interval 300 Seconds

Video Limit: Size 2048 KBytes (max is 3072 KBytes) Time 10 Seconds (max is 15 Seconds)

TEST E-MAIL ACCOUNT

A test e-mail will be sent to the e-mail account listed above.

Test

Save Settings Don't Save Settings

SURVEILLANCE

Helpful Hints...

SMTP Server Address: This is the domain name or IP address of your external email server.

Sender E-mail Address: This is the email address of the person sending the camera snapshots.

Receiver E-mail Address: This is the email address of recipient for the SMTP server.

User Name: The user name of your email account.

Password: The password of your email account.

Use SSL-TLS/STARTTLS: Select SSL-TLS or STARTTLS if SMTP server requires TLS authentication.

Enable the emailing of images to an email account: Select **Always** to enable the camera to always send images to the recipient's email account. Select **Schedule** if you would like to specify the time and day when the camera will start and stop sending images to the recipient's email account. The interval of the snapshot can be configured from 1 to 65535 seconds. Select **Motion Detection** if you would like the camera to send images to the recipient's email account only when motion is detected.

Enable the emailing of video clip to an email account: Select **Always** to enable the camera to always send video clip to the recipient's email account. Select **Schedule** if you would like to specify the time and day when the camera will start and stop sending video clip to the recipient's email account. The interval of the video clip can be configured from 1 to 65535 seconds. Select **Motion Detection** if you would like the camera to send video clip to the recipient's email account only when motion is detected.

Enable the emailing of images to an email account:

Check the box to enable the e-mailing of snapshots. The camera will send images to your e-mail account as specified below:

- Click **Always** to have snapshots e-mailed continuously based on the **E-mail Interval** specified.
- Click **Schedule** to set a schedule for starting and stopping the e-mailing of snapshots.
- Select **Motion Detection** if you would like to receive e-mail with images only when motion is detected. You can choose whether to e-mail a snapshot immediately, or e-mail six snapshots together, with three frames before and after motion was detected. You can also set the **Frame interval time** to specify how far apart the snapshots should be (in seconds).

E-mail Interval: This number determines how frequently e-mail notifications will be sent. Specify a number, in seconds, representing the period of time between snapshot e-mails. This can be set from 1 to 65535 seconds.

Enable the emailing of video clips to an email account:

Check the box to enable the e-mailing of video clips. This is similar to e-mailing images, as specified above. The camera will send video clips according to the *Video Limit* settings you specify. Select a **Size** in KBytes and a **Time** in seconds.

Test E-mail Account:

Click **Test** to send a test e-mail according to the e-mail settings you have specified above.

Click **Save Settings**.

TIME SCHEDULE

☐ Enable the emailing of images to an email account

☒ Always

☐ Schedule

Day
☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period
Start : 00:00:00 (Example : 06:30:00)
Stop : 00:00:00 (Example : 22:30:00)

☐ Motion Detection

☐ E-mail frame immediately
☒ E-mail attached with 6 frames (3 frames before and 3 frames after detection)
Frame interval time : 1 second

E-mail Interval 300 Seconds

☐ Enable the emailing of video clip to an email account

☒ Always

☐ Schedule

Day
☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period
Start : 00:00:00 (Example : 06:30:00)
Stop : 00:00:00 (Example : 22:30:00)

☐ Motion Detection

E-mail Interval 300 Seconds

Video Limit :
Size 2048 KBytes (max is 3072 KBytes)
Time 10 Seconds (max is 15 Seconds)

TEST E-MAIL ACCOUNT

A test e-mail will be sent to the e-mail account listed above.

Test

Save Settings

Don't Save Settings

FTP

This section allows you to configure your camera to send snapshots and video clips to an FTP server.

Host Name: Enter the IP address of the FTP server that you will be connecting to.

Port: Enter the port number of the FTP server that you will be connecting to. (Default value is 21.)

User Name: Enter the **User Name** of your FTP server account.

Password: Enter the **Password** of your FTP server account.

Path: Enter the destination path/folder to save files to on the FTP server.

Passive Mode: Click **Yes** to enable passive mode if your camera is behind a router protected by a firewall.

Enable uploading of images to an FTP server: Check the box to enable uploading of snapshots to an FTP server. Images will be uploaded as specified below.

- Click **Always** to upload snapshots continuously based on the **Image Frequency** specified.
- Click **Schedule** to set a schedule for starting and stopping the uploading of snapshots.
- Select **Motion Detection** if you would like the camera to upload images only when motion is detected.

Image Frequency: Set how frequently you want images to be taken and uploaded. You can specify a number of frames per second, and a number of seconds per frame.

Base File Name: Enter the desired base file name for your snapshots. Keep in mind that the base file name will also include the time stamp information.

D-Link

DCS-5009L // LIVE VIDEO SETUP MAINTENANCE STATUS HELP

FTP

In this section, you can configure the camera to send images to an FTP server.

FTP SERVER

Host Name:

Port: (Default is 21)

User Name:

Password:

Path:

Passive Mode: ☒ Yes ☐ No

TIME SCHEDULE

☐ Enable uploading of images to an FTP server

☒ Always

☐ Schedule

Day: ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period Start: (Example : 06:30:00)

Stop: (Example : 22:30:00)

☐ Motion Detection

Image Frequency: Frames/Second

Base File Name:

File: ☐ Overwrite

☒ Date/Time Suffix

☐ Create subfolder by 0.5 hour

☐ Sequence Number Suffix Up to

☐ Enable uploading of video clip to an FTP server

☒ Always

☐ Schedule

Day: ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period Start: (Example : 06:30:00)

Stop: (Example : 22:30:00)

☐ Motion Detection

File Name Prefix:

Video Limit: Size KBytes (max is 3072 KBytes)

Time Seconds (max is 15 Seconds)

TEST FTP SERVER

A JPEG file will be sent to the above FTP server for testing. (File name: test_date_time.jpg)

Helpful Hints...

Host Name: This is the IP address of the FTP server that you will be connecting to.

Port: The default port is 21.

User Name: The user name required for accessing the external FTP server.

Password: The password of the external FTP server.

Passive mode: Enabling passive mode will allow access to an external FTP server if your camera is behind a router protected by a firewall.

Enable uploading of images to an FTP server: Checking this box will enable the camera to upload images to FTP server shown above. Select **Always** to enable the camera to always upload images to the FTP server. Select **Schedule** if you would like to specify the time and day when the camera starts and stops uploading images to the FTP server. Select **Motion Detection** if you would like the camera to upload images to the FTP server only when motion is detected.

Image Frequency - User can choose and define the numbers for both **Frames/Second** and **Seconds/Frame**.

Base File Name - The name that contains the time stamp information. For example DCS-5009L_2012072116425101.jpg. This means that the camera took a snapshot in the year 2012, July 21 at 16:42:51 (four minutes) and 01 represents the 1st picture.

File - Select **Overwrite** and only one image filename is constantly refreshed. Select

File: Select how you want the uploading of snapshots to be handled:

- **Overwrite** will replace the old snapshot with the new one. This means you will only have the most recent one, which is updated every time a new one is taken.
- **Date/Time Suffix** will add the date and time to the end of the snapshot file name. You can also create subfolders based on a period of time you specify to help you organize your snapshots.
- **Sequence Number Suffix Up to** will add a number to the end of the snapshot file name up to the number you specify, after which the oldest files will be overwritten.

Enable uploading of video clip to an FTP server:

Check the box to enable the uploading of video clips to an FTP server. Video clips will be uploaded as specified below:

- Click **Always** to upload video continuously, based on the *Video Limit* specified below.
- Click **Schedule** to set a schedule for starting and stopping the uploading of video clips.
- Click **Motion Detection** if you would like the camera to upload video clips only when motion is detected.

File Name Prefix: Enter the prefix of the base file name for your video clips. Keep in mind that the base file name will also include the time stamp information.

Video Limit: Specify the maximum file size (in KBytes) and duration (in seconds) of the video clips to be uploaded.

Test FTP Server: Click **Test** to send files to the FTP server specified above to make sure that your settings are correct.

Click **Save Settings**.

TIME SCHEDULE

☐ Enable uploading of images to an FTP server

☒ Always

☐ Schedule

Day
☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period
Start : 00:00:00 (Example : 06:30:00)
Stop : 00:00:00 (Example : 22:30:00)

☐ Motion Detection

Image Frequency
☒ 1 Frames/Second
☐ 1 Seconds/Frame

Base File Name
DCS-5010L

File
☐ Overwrite
☒ Date/Time Suffix

☐ Create subfolder by 0.5 hour
☐ Sequence Number Suffix Up to 1024

☐ Enable uploading of video clip to an FTP server

☒ Always

☐ Schedule

Day
☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Time Period
Start : 00:00:00 (Example : 06:30:00)
Stop : 00:00:00 (Example : 22:30:00)

☐ Motion Detection

File Name Prefix
DCS-5010L

Video Limit :
Size 2048 KBytes (max is 3072 KBytes)
Time 10 Seconds (max is 15 Seconds)

TEST FTP SERVER

A JPEG file will be sent to the above FTP server for testing.
(File name: test_date_time.jpg)

Test

Save Settings

Don't Save Settings

Time and Date

This section allows you to configure the settings of the internal system clock for your camera.

Current Time: Displays the current date and time.

Time Zone: Select the **Time Zone** for your region from the drop-down menu.

Synchronize NTP Server: Enabling this option will allow the camera to update its system clock automatically from an NTP server.

NTP Server Used: When *Synchronize NTP Server* is enabled, you can select the **NTP Server** closest to you from the drop-down menu.

Daylight Saving: Click to enable Daylight Saving Time (DST). If DST is enabled, you can select an **Offset** using the drop-down menu, or enter a **Start** and **End** date with the **Month, Week, Day of Week, and Time**.

Set the Date and Time Manually: When *Synchronize NTP Server* is not enabled, you can set the date and time of the internal system clock manually. Or you can click on **Copy Your Computer's Time Settings** to automatically set the date and time based on your computer's settings.

Click **Save Settings**.

The screenshot shows the D-Link DCS-5009L web interface. The top navigation bar includes links for LIVE VIDEO, SETUP, MAINTENANCE, STATUS, and HELP. The left sidebar contains a menu with options like Wizard, Network Setup, Wireless Setup, Dynamic DNS, Image Setup, Video, Audio, Motion Detection, Mail, FTP, Time and Date (selected), Day/Night Mode, Camera Control, and Logout. The main content area is titled 'TIME AND DATE' and contains the following sections:

- TIME CONFIGURATION:** Displays the current time as '01 Jan 2014 12:23:10 A.M.' and the time zone as '(GMT-12:00) International Date Line West'. There are 'Save Settings' and 'Don't Save Settings' buttons.
- AUTOMATIC TIME CONFIGURATION:** Includes a checkbox for 'Synchronize NTP Server' (checked), a dropdown for 'NTP Server Used' (set to '<< Select NTP Server'), and radio buttons for 'Enable' (selected) and 'Disable'. It also features a dropdown for 'Offset' (set to '+1:00') and fields for 'Start' and 'End' dates and times.
- SET THE DATE AND TIME MANUALLY:** Includes dropdowns for 'Year' (2014), 'Month' (1), 'Day' (1), 'Hour' (0), 'Minute' (23), and 'Second' (8). There is a 'Copy Your Computer's Time Settings' button and 'Save Settings'/'Don't Save Settings' buttons at the bottom.

Helpful Hints on the right side include:

- Time Zone:** The geographical zone for the local time setting.
- Automatic Time Configuration:** With this option selected, the camera will synchronize its date and time settings with an NTP server over the Internet upon camera start up. If the timeserver cannot be reached, no time settings will be applied.
- NTP server:** The IP address or domain name of the Time Server.
- Daylight Saving:** Enable daylight saving that will adjust the time depending on the daylight saving time offset and date.
- You may also Set the Date and Time Manually or Copy your Computer's Time Settings.**

Day/Night Mode

This section allows you to configure when Day and Night modes are used. Day mode uses the infrared cut filter to provide a corrected color image for times when there is available lighting. Night mode moves the filter out of the way to use all available light, and turns on the IR LED illuminators to allow clear black and white video to be recorded in dark areas receiving little or no light.

Auto: Click **Auto** to allow the camera to automatically switch between Day and Night mode based on the amount of available lighting.

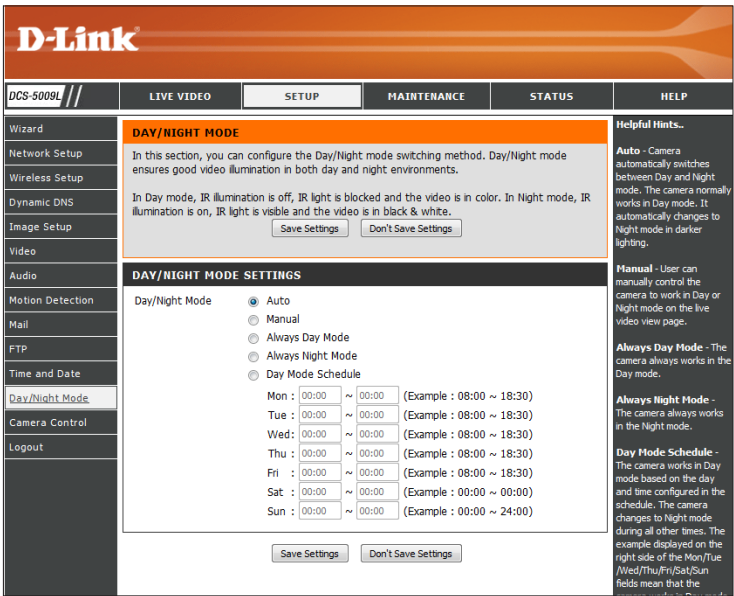
Manual: Click **Manual** to allow the user to manually switch between modes through the *Live Video* page.

Always Day Mode: Click **Always Day Mode** to allow the camera to always use Day mode.

Always Night Mode: Click **Always Night Mode** to allow the camera to always use Night mode.

Day Mode Schedule: Click **Day Mode Schedule** to set a schedule. This allows the camera to use Day mode during the days and times you specify, and switch to Night mode outside the times you specify.

Click **Save Settings**.



Camera Control

This section allows you to configure the pan and tilt operations of your camera. You can specify the lens location for the Home button, and specify up to 24 preset lens locations, allowing you to quickly view these predetermined areas of the camera's range from the Live Video screen.

Pan/Tilt Wheel: Use the directional arrows on the wheel to move the camera lens through its pan and tilt ranges.

Set as Home: Click **Set as Home** to set the current lens location as the *Home* location. Once set, the camera will return to this location whenever you click the **Home** button in the center of the pan/tilt wheel.

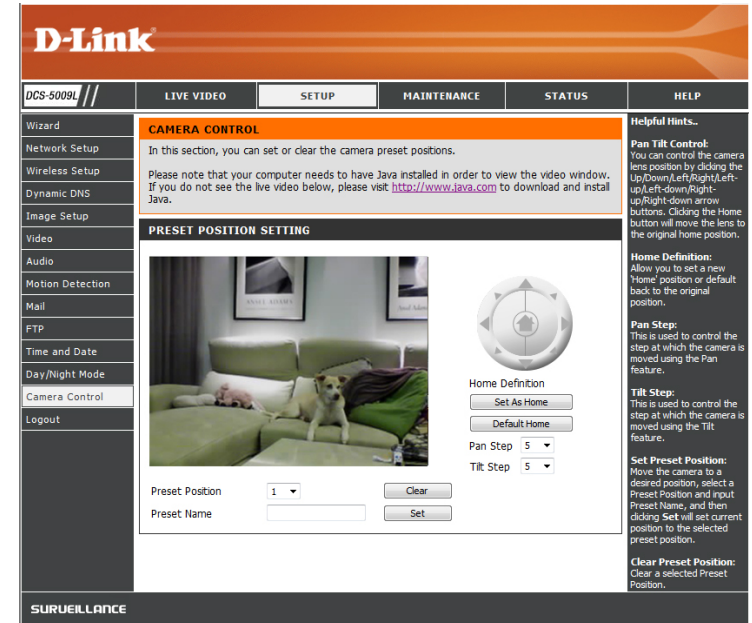
Default Home: Click **Default Home** to return the *Home* location to the factory default setting.

Pan Step: Select a number that controls how much the camera should move up or down each time the user presses the up/down (pan) arrow on the pan/tilt wheel.

Tilt Step: Select a number that controls how much the camera should move left or right each time the user presses the tilt left/right (tilt) arrow on the pan/tilt wheel.

Preset Position: The camera allows you to specify up to 24 predetermined lens positions, which can be used to quickly move the camera's view to areas of interest.

- Select a number for the **Preset Position** that you would like to define.
- Use the pan/tilt wheel to move the camera's lens to the desired preset position.
- Enter a **Preset Name** to help you easily identify the preset.
- Click on the **Set** button to save the preset.
- Any preset position can be cleared by selecting the desired preset name and clicking on the **Clear** button.



Maintenance Admin

This section allows you to change the administrator's password and configure the settings for your camera. The administrator can also create user account(s) for individuals allowed to access your camera. These users will only be able to access the Live Video page, and will not be able to change camera settings.

Admin Password: To change the admin password used to log into the Web interface, enter the **Old Password**, then enter the **New Password** and retype it in the **Retype Password** field, then click **Apply**.

Camera Name: Enter a name for your camera.

LED Control: Click **Normal** to enable the LEDs on the front of the device, or select **Off** to disable the LEDs. Disabling the LED function may be useful if you want to make the camera less obvious.

User Access Control: Click **Enable** to enable user access control or **Disable** to allow only the administrator account to access the camera.

Snapshot URL Authentication: Click **Enable** to allow access to the current camera snapshot using the *Web address* displayed.

OSD Time: Click **Enable** to allow on-screen display of the current time to be added to the video.

Color: If OSD is enabled, you can select a color for the text from the drop-down menu.

Add User Account: You can create user accounts for individuals with viewing access to your camera. Users will be limited to access to the Live Video page of the Web configuration interface. They will not have access to any other screens, or be allowed to change any settings.

To create a new user, enter a **User Name**, **Password**, and retype the **Password** to verify, then click **Add**. A maximum of eight user accounts can be created.

User List: Displays an account *Name* for each authorized user. The administrator can modify or delete an account by clicking on its edit or trash icon.

D-Link

DCS-5009L // LIVE VIDEO SETUP MAINTENANCE STATUS HELP

Admin System Firmware Upgrade Logout

ADMIN

Here you can change the administrator's password and configure the server setting for your camera. You can also add, modify and/or delete the user account(s).

ADMIN PASSWORD SETTING

Old Password

New Password

Retype Password

Apply Cancel

SERVER SETTING

Camera Name

LED Control ☒ Normal ☐ Off

User Access Control ☒ Enable ☐ Disable

Snapshot URL Authentication ☒ Enable ☐ Disable (<http://192.168.0.198/image/jpeg.cgi>)

OSD Time ☐ Enable ☒ Disable

Color

Apply Cancel

ADD USER ACCOUNT

User Name

Password

Retype Password

Add Cancel

USER LIST

no.	name	modify	delete

Helpful Hints...

For security reasons, it is recommended that you change the Password for the Administrator accounts. Be sure to write down the new Login Names and Passwords to avoid having to reset the camera in the event that they are forgotten.

SURVEILLANCE

System

This section allows you to save and restore your configuration, restore the factory settings, and/or restart the camera.

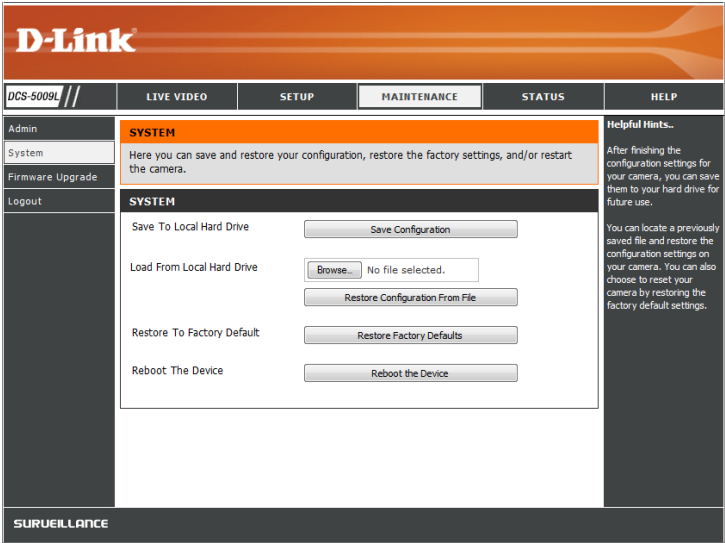
- Save To Local Hard Drive:

Click **Save Configuration** to save the current camera configuration to your local PC.
- Load From Local Hard Drive:

To load a previously saved configuration, click **Browse...** and select your saved configuration file. Then click **Restore Configuration From File** to load the file from the local hard drive.
- Restore To Factory Default:

Click **Restore Factory Defaults** to reset all settings back to the factory defaults. Please note that this will erase any changes you have made to the settings of the camera.
- Reboot The Device:

Click **Reboot the Device** to reboot the camera.

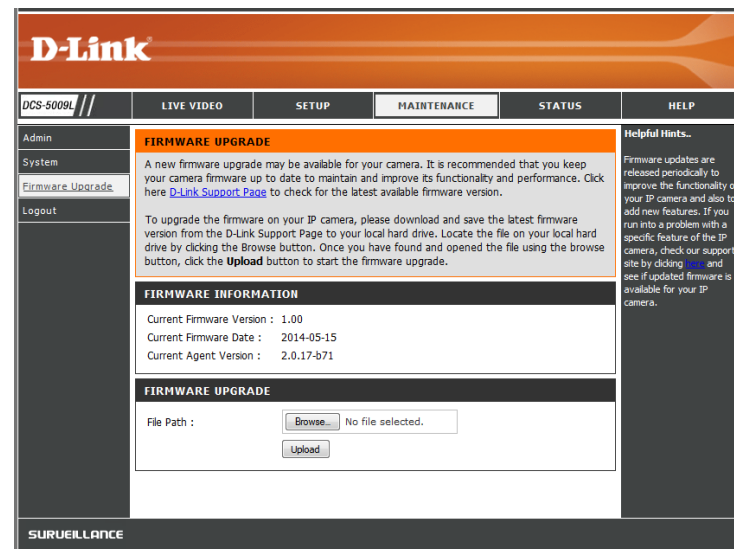


Firmware Upgrade

Your current firmware version and date will be displayed on your screen. You can click on the link to go to the D-Link Support Page and check for the latest firmware versions available.

To upgrade the firmware on your DCS-5009L, download the latest firmware from the D-Link Support Page to your local hard drive. Click **Browse...** and select the firmware file, then click the **Upload** button to start the firmware upgrade.

Warning: The firmware upgrade process must not be interrupted or the camera may be damaged. When upgrading firmware, do not unplug the camera or your PC, or close your Web browser until the process is complete. It is also highly recommended that you use a wired connection for your camera and PC when upgrading firmware.



Status

Device Info

This section displays all the detailed information about your device and network settings.

The screenshot shows the D-Link DCS-5009L web interface. The top navigation bar includes links for LIVE VIDEO, SETUP, MAINTENANCE, STATUS (selected), and HELP. The left sidebar contains links for Device Info, Active User, and Logout. The main content area is titled 'DEVICE INFO' and contains a 'Helpful Hints...' section and a 'BASIC INFORMATION' table. Below the table is a 'WIRELESS STATUS' section. A 'Refresh' button is located at the bottom of the main content area. The bottom of the page has a 'SURVEILLANCE' tab.

BASIC INFORMATION	
Camera Name	DCS-5009L
Time & Date	01 Jan 2014 12:27:37 A.M.
Firmware Version	1.00 (2014-05-15)
Agent Version	2.0.17-b71
MAC Address	B0 C5 54 02 C9 8E
IP Address	192.168.0.198
Subnet Mask	255.255.255.0
Default Gateway	192.168.0.1
Primary DNS	192.168.0.1
Secondary DNS	0.0.0.0
DDNS	Disable
UPnP Port Forwarding	Disable
FTP Server Test	No test conducted.
E-mail Test	No test conducted.

WIRELESS STATUS	
Connection Mode	Infrastructure
Link	Yes
SSID	dlink-E6CC (MAC : 70 62 B8 70 E6 CC)
Channel	11
Encryption	WPA-PSK:AES

Refresh

Active User

This page lists all the active users' information including the *User Name*, *IP address*, and the *Time* that camera access began.

D-Link

DCS-5009L //

LIVE VIDEO

SETUP

MAINTENANCE

STATUS

HELP

Device Info

Active User

Logout

ACTIVE USER

This page lists active user information, including user name, IP address and the initial access time.

USER LIST

no.	user name	IP address	time
-----	-----------	------------	------

Refresh

Helpful Hints..

All of the active users are listed on this page. The time information indicates the time that each user started accessing the camera.

SURVEILLANCE

Troubleshooting

1. What is Remote Access? How do I enable it?

Remote Access allows you to access your camera from the www.mydlink.com website. You can view live video from your camera and manage your camera's settings when you're away from home. Simply use the Camera Setup Wizard to register your camera with your mydlink account. (Refer to "[Camera Setup Wizard](#)" on page 19.)

After running the Camera Setup Wizard, you should see *Remote Status: Enabled* on the summary page.

If you see *Remote Status: Disabled*, make sure that:

- the front LED on your camera is lit solid green
- your Internet connection is working
- your router's LAN & WAN connections are working properly
- your router has UPnP enabled (for more information, refer to your router's user manual)
- your router can get a public IP address
- your router's firmware has been upgraded to the latest version
- you have tried rebooting your router by unplugging it, then plugging it back in

After checking the above items, you can click the **Retry** button to refresh the summary screen to see if Remote Access has been enabled.

2. What can I do if I forget the password for my camera's Web configuration interface?

If you forget your password, you will need to perform a factory reset of your camera. Unfortunately, this will change all your settings back to the factory default settings.

To reset your camera, use an unfolded paper clip to press and hold the **RESET** button on the back of your camera for at least 10 seconds while your camera is plugged in.



3. The image in the Live View is blurry or out of focus, what can I do?

You can manually adjust the focus of the lens by rotating the bezel on the front of the camera (surrounding the lens). While watching the Live View, rotate the bezel until the desired level of focus is achieved.

4. Why don't the LEDs light up?

The power supply might be faulty. Confirm that you are using the provided DC 12V power supply for this camera. Verify that the power supply is correctly connected. The WPS LED will only turn on if there is a WPS connection present, the camera may still be functioning correctly even if this LED is not lit. If the camera is functioning normally, the LEDs may have been disabled. See ["Admin" on page 45](#) for information about how to enable the LEDs.

5. Why is the camera's network connection unreliable?

If you are using a wired connection to connect the camera, there might be a problem with the network cable. To confirm that the cables are working, PING the address of a known device on the network. If the cabling is OK and your network is reachable, you should receive a reply similar to the following (...bytes = 32 time = 2 ms).

Another possibility may be that a network device such as a hub or switch utilized by the network camera is not functioning properly. Please confirm the power for the devices are well connected and functioning properly.

If you are using a wireless connection to connect the camera, be aware of the range limitations of the wireless N standard. Most wireless N devices have a maximum indoor range of around 230 feet (70 meters). Also be aware that obstacles such as walls, floors, doors and other solid objects can have an adverse effect on signal range.

6. Why does a series of broad vertical white lines appear throughout the image?

It could be that the image sensor has become overloaded when it has been exposed to bright light such as direct exposure to sunlight or halogen lights. Move the camera into a more shaded area immediately, as prolonged exposure to bright lights will damage the sensor.

7. The camera is producing noisy images. How can I solve the problem?

The video images might be noisy if the camera is used in a very low-light environment. Try switching to night mode if you are consistently monitoring a low-light area.

8. The images appear to be of poor quality. How can I improve the image quality?

Make sure that your computer's display properties are set to at least 16-bit color. Using 16 or 256 colors on your computer will produce dithering artifacts in the image, making the image look as if it is of poor quality.

You may also need to check your image settings to make sure the brightness, contrast, and other settings are set properly. For more information, refer to ["Image Setup" on page 34](#).

9. Why are no images available through the Web browser?

ActiveX might be disabled. If you are viewing the images from Internet Explorer make sure ActiveX has been enabled in the *Internet Options* menu. You may also need to change the security settings on your browser to allow the ActiveX plug-in to be installed. Also, check that you have the latest version of Java installed. Java can be downloaded from <http://www.java.com>

If you are using Internet Explorer with a version number 6 or lower, then you will need to upgrade your Web browser software in order to view the streaming video transmitted by the DCS-5009L.

Technical Specifications

SYSTEM REQUIREMENTS

- Windows® 8, 7, Vista®, or Mac with OS® X (10.6 or higher)
- PC with 1.3 GHz or above and at least 128 MB RAM
- Internet Explorer 7 or higher, Firefox, Chrome, Safari 4 or or higher, with the latest version of Java installed and enabled

NETWORKING PROTOCOL

- IPV4, ARP, TCP, UDP, ICMP
- DHCP Client
- NTP Client (D-Link)
- DNS Client
- DDNS Client (Dyndns and D-Link)
- SMTP Client
- FTP Client
- HTTP Server
- PPPoE
- UPnP Port Forwarding
- LLTD

BUILT-IN PROTOCOL

- 10/100 BASE-TX Fast Ethernet
- 802.11g/n WLAN

WIRELESS CONNECTIVITY

- 802.11g/n Wireless with WEP/WPA/WPA2 Security
- WPS

WIRELESS TRANSMIT OUTPUT POWER (TYPICAL)

- 11g/11n - 14 dBm

SDRAM

- 64 MB

FLASH MEMORY

- 8 MB

VIDEO CODECS

- H.264
- MJPEG
- JPEG for Still Images

VIDEO FEATURES

- Adjustable Image Size and Quality
- Time Stamp and Text Overlay
- Flip and Mirror

RESOLUTION

- 640 x 480 at up to 30 fps
- 320 x 240 at up to 30 fps
- 160 x 112 at up to 30 fps

LENS

- Focal Length: 2.2 mm
- Aperture: F2.0

SENSOR

- VGA 1/5" CMOS Sensor

IR LED

- 26 ft (8 m) Illumination Distance with 10 LEDs

MINIMUM ILLUMINATION

- Color: 1 lux @ F2.0 (Day)
- B/W: 0 lux @ F2.0 (Night)

VIEWING ANGLE

- Horizontal: 66.22°
- Vertical: 49.08°
- Diagonal: 77.04°

PAN/TILT RANGE

- Pan Range: +170° to -170° (Total 340°)
- Tilt Range: +95° to -25° (Total 120°)

DIGITAL ZOOM

- Up to 4x

3A CONTROL

- AGC (Auto Gain Control)
- AWB (Auto White Balance)
- AES (Auto Electronic Shutter)

POWER

- Input: 100-240 V AC, 50/60 Hz
- Output: 12 V DC, 1 A

DIMENSIONS (W X D X H)

- Camera Only: 4.03 x 3.99 x 5.26 inches (102.35 x 101.27 x 133.6 mm)
- Camera Including the Mounting Bracket: 4.03 x 3.99 x 9.06 inches (102.35 x 101.27 x 230.0 mm)

WEIGHT

- Device: 0.64 lbs (292.4 grams)
- Mounting Bracket: 0.13 lbs (60.8 grams)

MAX POWER CONSUMPTION

- 8.64 W

OPERATING TEMPERATURE

- 32 °F to 104 °F (0 °C to 40 °C)

STORAGE TEMPERATURE

- -4 °F to 158 °F (-20 °C to 70 °C)

HUMIDITY

- 20-85% RH Non-condensing

EMISSION (EMI), SAFETY & OTHER CERTIFICATIONS

- FCC Class B
- IC
- C-Tick
- CE

Contacting Technical Support

U.S. and Canadian customers can contact D-Link technical support through our website or by phone.

Before you contact technical support, please have the following ready:

- Model number of the product (e.g., DCS-5009L)
- Hardware Revision (located on the label on the bottom of the network camera (e.g., rev A1))
- Serial Number (s/n number located on the label on the bottom of the network camera).

You can find software updates and user documentation on the D-Link website as well as frequently asked questions and answers to technical issues.

For customers within the United States:

Phone Support:
(877) 453-5465

Internet Support:
<http://support.dlink.com>

For customers within Canada:

Phone Support:
(866) 354-6599

Internet Support:
<http://support.dlink.ca>

Warranty

Subject to the terms and conditions set forth herein, D-Link Systems, Inc. ("D-Link") provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from D-Link or its authorized reseller or distributor, and
- Only for products purchased and delivered within the fifty states of the United States, the District of Columbia, U.S. Possessions or Protectorates, U.S. Military Installations, or addresses with an APO or FPO.

Limited Warranty:

D-Link warrants that the hardware portion of the D-Link product described below ("Hardware") will be free from material defects in workmanship and materials under normal use from the date of original retail purchase of the product, for the period set forth below ("Warranty Period"), except as otherwise stated herein.

- Hardware (excluding power supplies and fans): One (1) year
- Power supplies and fans: One (1) year
- Spare parts and spare kits: Ninety (90) days

The customer's sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link's option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner or to refund the actual purchase price paid. Any repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement hardware need not be new or have an identical make, model or part. D-Link may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer, and is subject to the same limitations and exclusions. If a material defect is incapable of correction, or if D-Link determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware or part thereof that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

Limited Software Warranty:

D-Link warrants that the software portion of the product ("Software") will substantially conform to D-Link's then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of ninety (90) days ("Software Warranty Period"), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation. D-Link further warrants that, during the Software Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. The customer's sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link's option, to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link's functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by D-Link in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. Replacement Software will be warranted for the remainder of the original Warranty Period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

Non-Applicability of Warranty:

The Limited Warranty provided hereunder for Hardware and Software portions of D-Link's products will not be applied to and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold "As-Is" without any warranty whatsoever including, without limitation, the Limited Warranty as described herein, notwithstanding anything stated herein to the contrary.

Submitting A Claim (USA):

The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow D-Link to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.
- The customer must obtain a Case ID Number from D-Link Technical Support at <https://support.dlink.com>, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization ("RMA") number by completing the RMA form and entering the assigned Case ID Number at <http://rma.dlink.com/>.

- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Please refer to shipping and packaging instructions located online at <http://rma.dlink.com/>.
- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery ("COD") is allowed. Products sent COD will either be rejected by D-Link or become the property of D-Link. Products shall be fully insured by the customer and shipped to **D-Link Systems, Inc., 17595 Mt. Herrmann, Fountain Valley, CA 92708**. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via UPS Ground or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in the United States, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link's reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.

Submitting A Claim (Canada):

The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- Customers need to provide their receipt (proof of purchase) even if the product is registered. Without a receipt, no warranty service will be done. The registration is not considered a proof of purchase.
- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow D-Link to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.
- The customer must obtain a Case ID Number from D-Link Technical Support at 1-800-361-5265, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization ("RMA") number by completing the RMA form and entering the assigned Case ID Number at <https://rma.dlink.ca/>.
- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. D-Link will only replace the defective portion of the product and will not ship back any accessories.

- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery ("COD") is allowed. Products sent COD will be rejected by D-Link. Products shall be fully insured by the customer and shipped to D-Link Networks, Inc., 2525 Meadowvale Boulevard Mississauga, Ontario, L5N 5S2 Canada. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via Purolator Canada or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in Canada, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link's reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.
- RMA phone number: 1-800-361-5265 Hours of Operation: Monday-Friday, 9:00AM – 9:00PM EST

What Is Not Covered:

The Limited Warranty provided herein by D-Link does not cover:

Products that, in D-Link's judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product.

While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized D-Link Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

Disclaimer of Other Warranties:

EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

Limitation of Liability:

TO THE MAXIMUM EXTENT PERMITTED BY LAW, D-LINK IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH D-LINK'S PRODUCT IS CONNECTED WITH, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO D-LINK FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF D-LINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NONCONFORMING PRODUCT. THE MAXIMUM LIABILITY OF D-LINK UNDER THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY. THE FOREGOING EXPRESS WRITTEN WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY.

Governing Law:

This Limited Warranty shall be governed by the laws of the State of California. Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the foregoing limitations and exclusions may not apply. This Limited Warranty provides specific legal rights and you may also have other rights which vary from state to state.

Trademarks:

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Copyright Statement:

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CE Mark Warning:

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

FCC Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTICE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

For detailed warranty information applicable to products purchased outside the United States, please contact the corresponding local D-Link office.

Industry Canada Statement:

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTE:

Radiation Exposure Statement:

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

This device has been designed to operate with an antenna having a maximum gain of 2 dB. Antenna having a higher gain is strictly prohibited per regulations of Industry Canada. The required antenna impedance is 50 ohms.

Registration

Register your product online at registration.dlink.com



Product registration is entirely voluntary and failure to complete or return this form will not diminish your warranty rights.

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